DataExpert

DRIVERS OF SUCCESS

Achieving better insights, quicker decisions and improved user experience with dashboards

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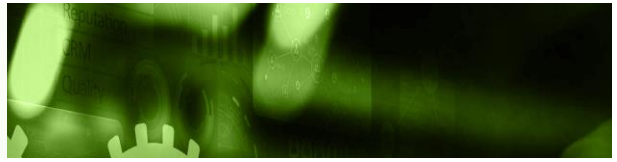
- Understanding the data



- Key takeaways of the data

- Customer experience

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Heathrow

Making every journey better

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Making every journey better

- Survey data from 500,000 people

- 300 of the world's airports

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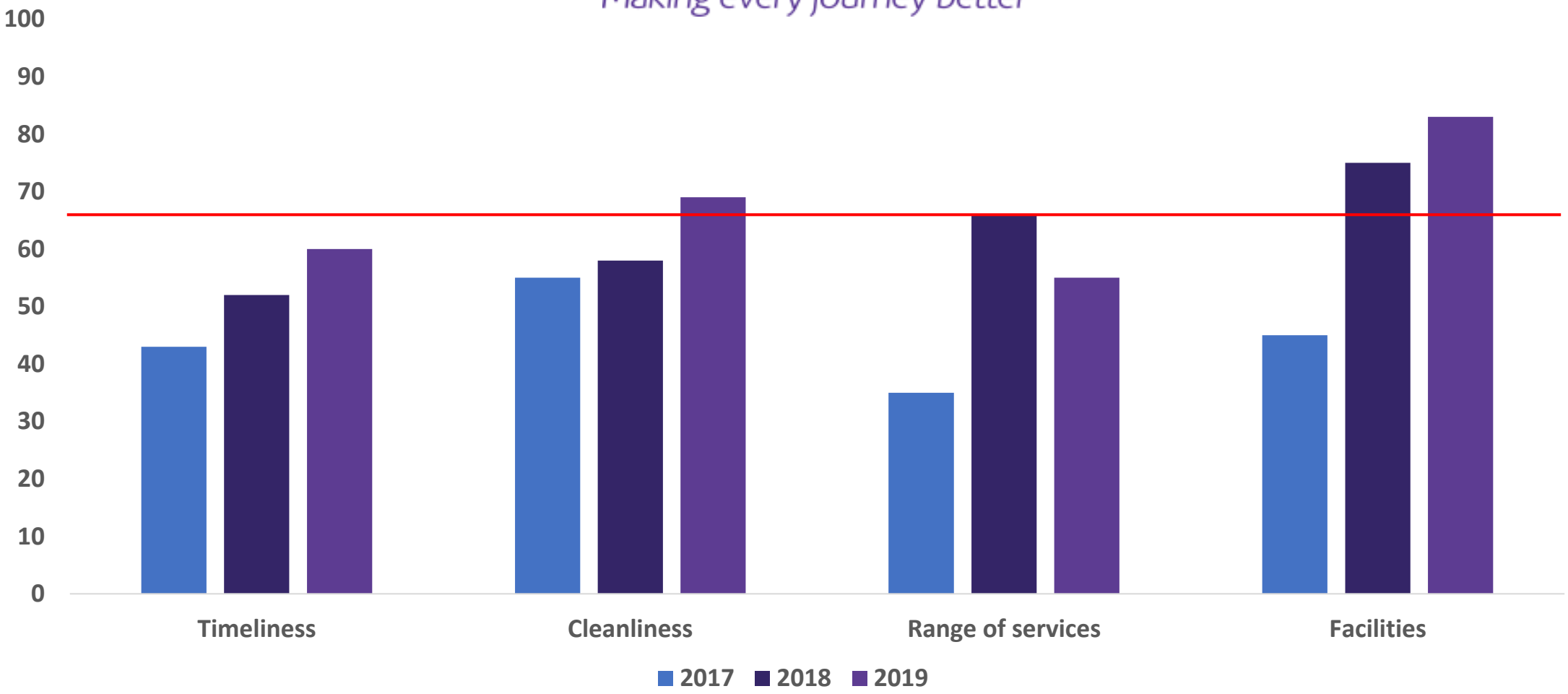
Heathrow
Making every journey better



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Heathrow
Making every journey better

dapresy
BETTER DATA BY DESIGN

- Instant results
- 300 users
- Reporting time
- Insights

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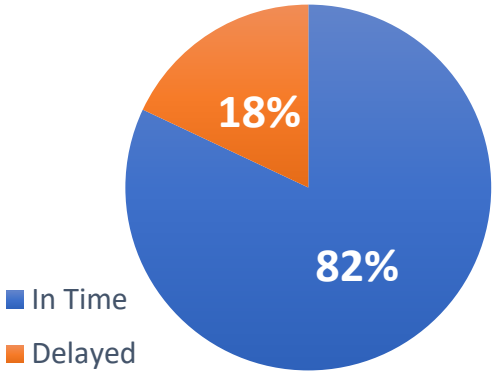
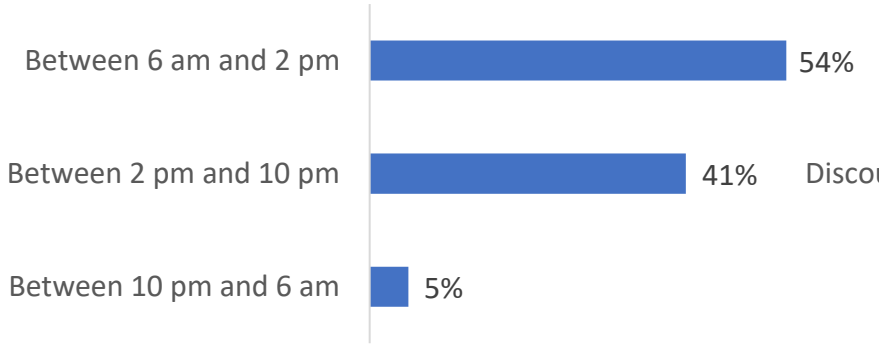
Airport Satisfaction

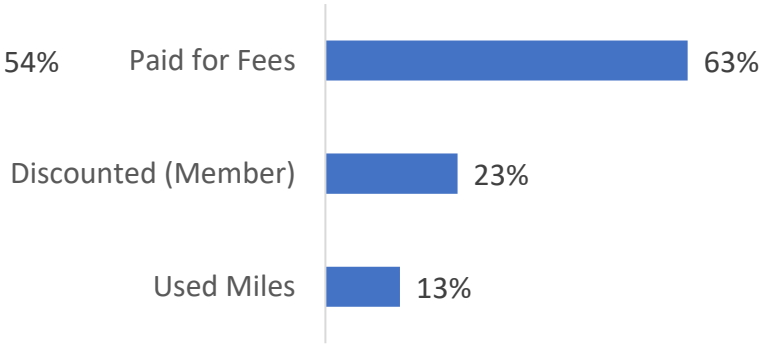
Departure



Travelling Time



Membership



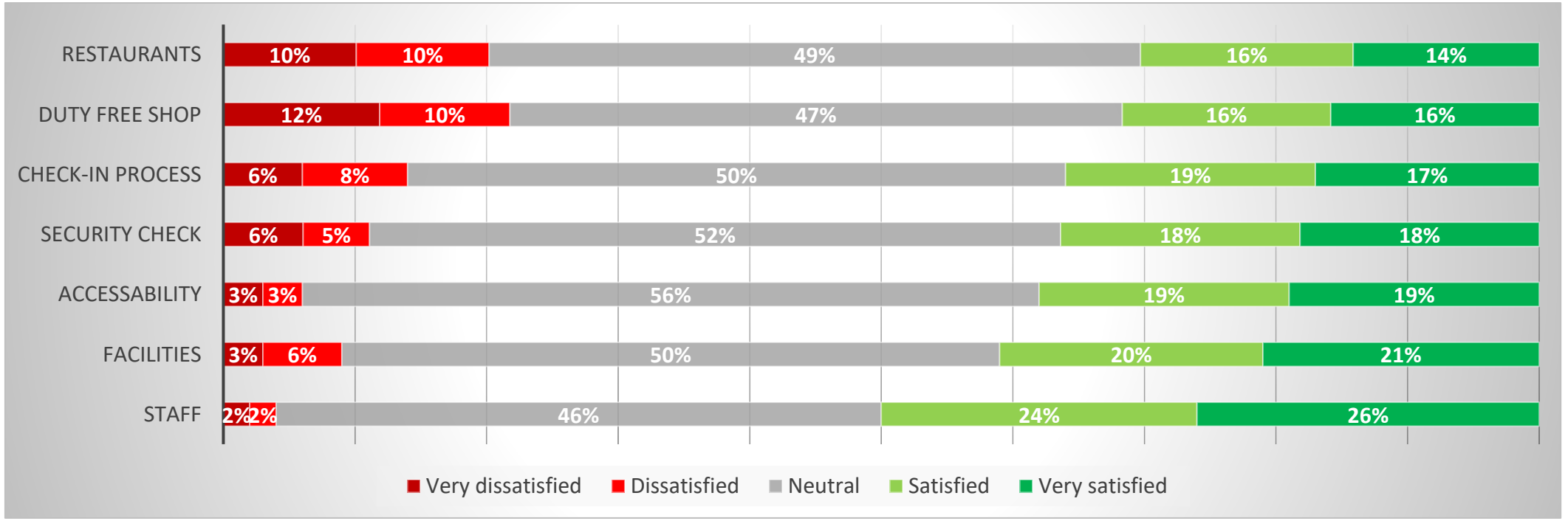


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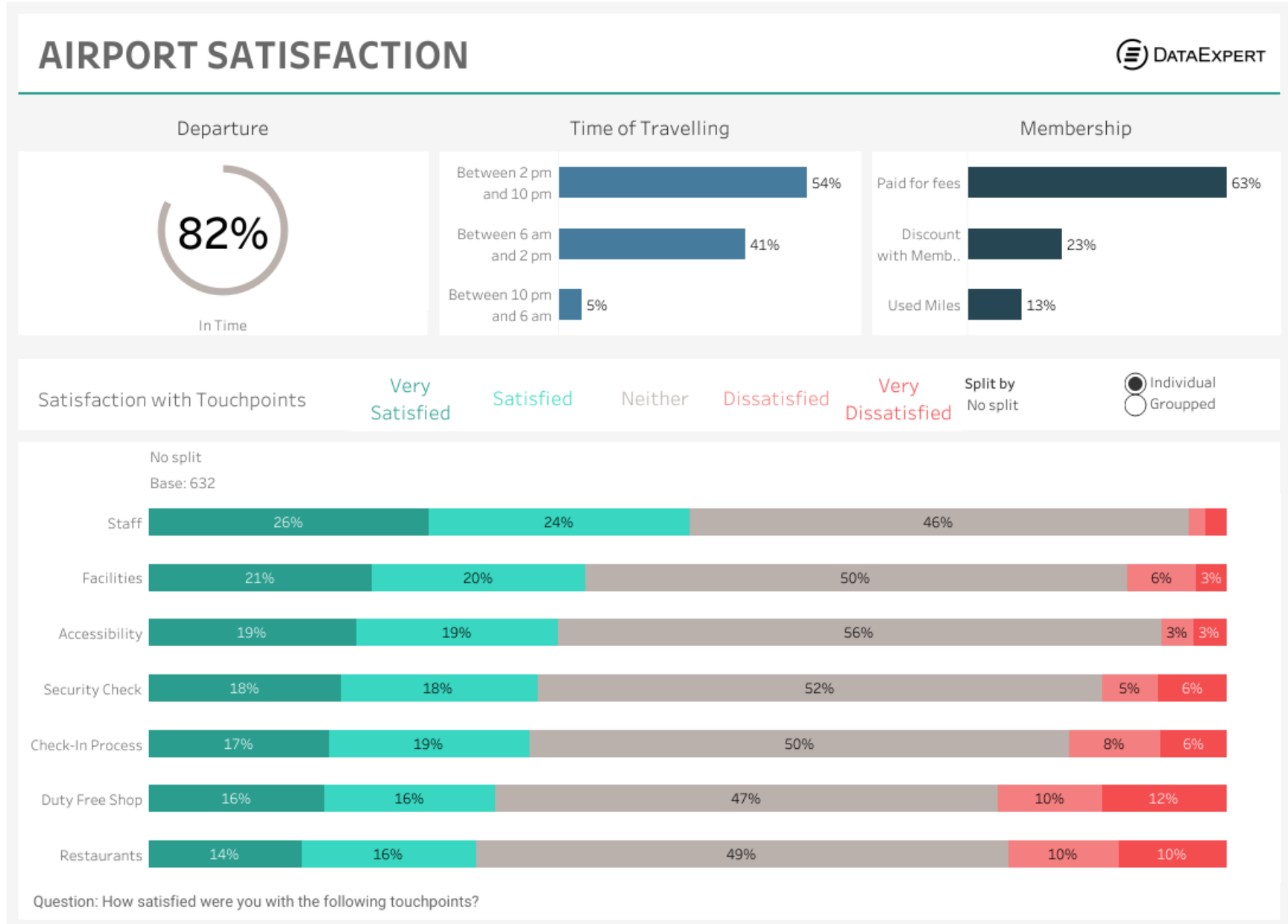
Tableau Dashboard



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New customer vs. Existing one

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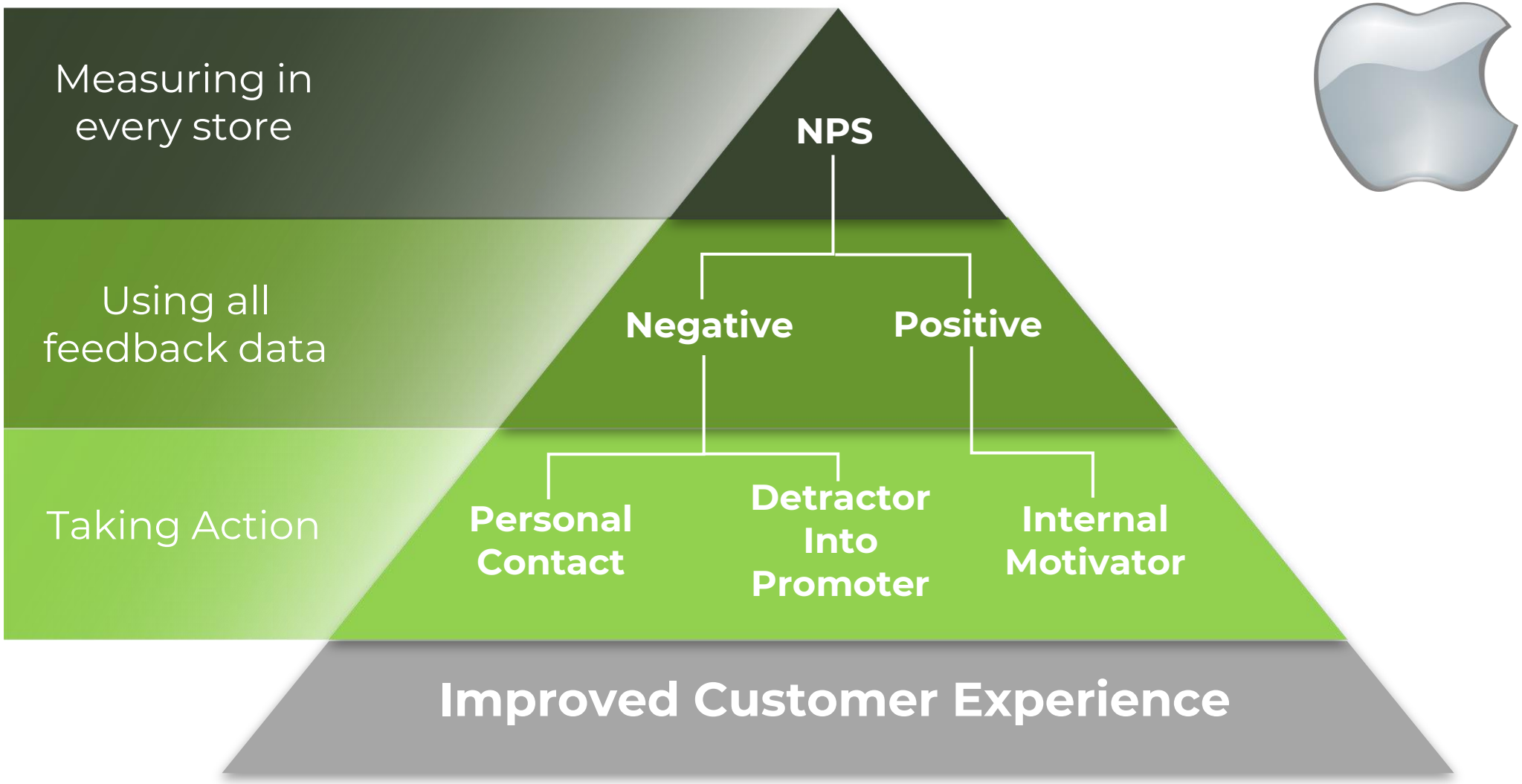
Measuring in every store
Using all feedback data
Taking Action
NPS
Negative
Positive
Personal Contact
Detractor Into Promoter
Internal Motivator
Improved Customer Experience

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What can we learn?

Dashboards

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What can we learn?

Dashboards

- Easy and efficient information
- Time saving (Prep & Custom)

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What can we learn?

Dashboards

- Easy and efficient information
- Time saving (Prep & Custom)
- Summary and details

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What can we learn?

Dashboards

- Easy and efficient information
- Time saving (Prep & Custom)
- Summary and details
- Many more...

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- Understanding the data
- Key takeaways of the data
- Customer experience

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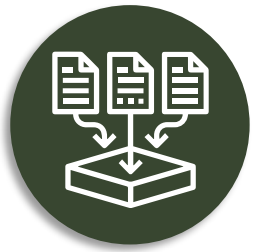
Summary

Data Collection



Data Understanding

Data Analytics

Improved Decision Making

Better Customer Experience

Q&A

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Thank you!

Come and meet us at our stand!